



CITY OF HOUSTON

Job Posting

Applications accepted from:

All PERSONS INTERESTED

Job Classification

SYSTEMS SUPPORT ANALYST III

Posting Number

PN# 112550

Department

MUNICIPAL COURTS ADMINISTRATION

Division

SYSTEMS SUPPORT

Section

Reporting Location

61 REISNER

Workdays & Hours

Monday-Friday, 8:00 AM – 5:00 PM*

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Analyzes operational procedures to improve department’s efficiency.

- Assists users in determining specialized computer needs or computer capacity requirements
- Supports a range of projects such as process improvements, systems implementation, data warehousing and efficient reporting
- Works closely with stakeholders to translate business needs and the costs/benefits of implementing process/technical solution
- Analyzes operational procedures to improve efficiency
- Prepares standards and procedures with respect to system software and provide hardware and software support
- Maintains reporting procedures for system administration and utilization
- Assists with capacity planning and/or tuning

Maintains highest professional level of customer service by utilizing efficient problem-solving techniques to address customer concerns and inquiries. Performs other duties as assigned.

WORKING CONDITIONS

The position is physically comfortable, the individual has discretion about walking, standing, etc.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a Bachelor’s degree in Business, Mathematics, Engineering, Computer Science, Economics or a closely related field.

MINIMUM EXPERIENCE REQUIREMENTS

Three (3) years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field experience is required.

Directly related experience may be substituted for the education requirement on a year-for-year basis.

MINIMUM LICENSE REQUIREMENTS

Valid Texas Driver’s License and compliance with the City of Houston policy on driving (AP 2-2).

PREFERENCES

Experience with Oracle and/or SQL server. Produce process models, diagrams and narratives. Experience with UML. Strong analytical, written, and presentation skills and Proficient in both process modeling and data analysis/modeling. Knowledge of software development and implementation methodologies, as well as client/server and Web-based technologies. Understand business processes - purposes, inputs, activities, and outputs. Sound business-related skills including excellent problem solving, team building, judgment and decision-making. Able to work with minimal supervision to complete project deliverables - on time, on budget, on target. Able to use excellent interpersonal and communication skills to function well in a fast-paced, team oriented environment.

SELECTION/SKILLS TESTS REQUIRED

None

However, the department may administer and the applicant must successfully complete a computer skills assessment.

SAFETY IMPACT POSITION

[x] Yes [] No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

Salary Range - Pay Grade 22

\$1,277.00 - \$2,388.00 Biweekly \$33,202.00 - \$62,088.00 Annually

OPENING DATE

August 16, 2006

CLOSING DATE

OPEN UNTIL FILLED

APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 221-0243. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

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